



## NEW CLIENT intake package:

In this information package you will find our Frequently Asked Questions pertaining to volunteer transportation services, as well as three documents (indicated below) to be returned to us.

**Please fill out the following documents in full, and return them to us:**

- Client (Transportation) Intake Form
- Covid liability and release form
- Privacy Waiver

**Please read our** 'Transportation - Frequently Asked Questions (FAQ)' document in full, and let us know if you have any questions or concerns.

Forms can be returned to us in one of the following ways:

Email - [transportation@csswest.ca](mailto:transportation@csswest.ca)

OR, put the forms inside the blue box on the table outside our office.

OR, by mail: CSS Transportation, 21 Belvedere Ave, Parry Sound, ON, P2A 2A2.

Once you get the forms back to us, we will register you in our system.

Please contact us by phone or email if you have any future appointments you need to book for transportation services. We take bookings that range 2 weeks to 6 months in advance. If you have a shorter notice transportation need that couldn't have been planned in advance, please call and we will do our best to find a driver for you.



# Client Transportation Intake Form



FIRST NAME \_\_\_\_\_ PREFERRED NAME \_\_\_\_\_ LAST NAME \_\_\_\_\_

HOME PHONE \_\_\_\_\_ CELL PHONE \_\_\_\_\_ E-MAIL \_\_\_\_\_

HOME ADDRESS/ MAILING ADDRESS (if different) \_\_\_\_\_ (STREET NUMBER/ APARTMENT #/ P.O. BOX)

TOWN \_\_\_\_\_ TOWNSHIP \_\_\_\_\_ POSTAL CODE \_\_\_\_\_

Particular driving instructions / details about household access (Eg. Front / side / back / ring bell / knock loudly)

GENDER (M/F – CIS / Trans) \_\_\_\_\_ BIRTH DATE (D/M/Y) \_\_\_\_\_ MARITAL STATUS \_\_\_\_\_

CSS invites you to voluntarily self-identify regarding Indigenous ancestry and linguistic diversity. This information increases our capacity to improve EDI (equity, diversity and inclusion) in our services.

Do you identify as Indigenous - First Nation, Métis or Inuk (Inuit)?

- Yes       No       I prefer not to answer

What languages did you first learn at home in childhood and still understand? (Select all that apply)

- English       French       Another language (please indicate if you wish) \_\_\_\_\_  
 I prefer not to answer

HOUSEHOLD OCCUPANTS (#): \_\_\_\_\_ PETS (Dog, cat, other): \_\_\_\_\_

CLIENT:     LIVES ALONE                      |    WITH FAMILY                      |    OTHER  
                     WITH SPOUSE                      |    WITH FRIENDS

**DRIVERS WILL COME TO THE DOOR - IT IS 'DOOR-THROUGH-DOOR' SERVICE**

DO YOU NEED DOOR-THROUGH-DOOR ASSISTANCE AND/OR ASSISTANCE TO SHOP?    Yes \_\_\_\_\_ No \_\_\_\_\_

CSS STAFF WILL SCHEDULE YOUR RIDE IF GIVEN AT LEAST 2 WEEKS' NOTICE. CHECK IF YOU NEED A REMINDER CALL:    Yes \_\_\_\_\_ No \_\_\_\_\_

# Client Transportation Intake Form



**YOU MUST BE INDEPENDENT TO TRAVEL FOR PERSONAL CARE AND MEMORY RETENTION. IF NOT, AN ESCORT IS REQUIRED.**

ARE YOU ABLE TO PUT YOUR OWN COAT/SHOES ON? \_\_\_\_\_  
WILL YOU HEAR SOMEONE AT THE DOOR? \_\_\_\_\_  
DO YOU HAVE A PROBLEM WITH MEMORY RETENTION? \_\_\_\_\_

DO YOU HAVE ANY HEALTH/ SOCIAL ISSUES OR OTHER DIFFICULTIES THAT MAY PUT EITHER YOU OR THE DRIVER AT RISK? DESCRIBE THE RISKS:

WHAT ACCESSIBILITY AIDS DO YOU USE?

- |                                      |                                      |                       |
|--------------------------------------|--------------------------------------|-----------------------|
| <input type="checkbox"/> WALKER      | <input type="checkbox"/> MANUAL WC   | <b>NOT ACCEPTED</b>   |
| <input type="checkbox"/> CANE        | <input type="checkbox"/> ELECTRIC WC | <b>- SCOOTER</b>      |
| <input type="checkbox"/> WHITE CANE  | (UP TO 28")                          | <b>- BARIATRIC WC</b> |
| <input type="checkbox"/> HEARING AID |                                      | <b>(29" AND OVER)</b> |

Please  if you receive support from: \_\_\_ Guaranteed Income Supplement for seniors \_\_\_ Ontario Works \_\_\_  
Ontario Disability Support Program - ODSP #: \_\_\_\_\_ \* indicate ODSP worker contact below

## For Billing Purposes – Billing Approvals - Alternative Billing Arrangements - Contact Name & Information

|                                   |  |                          |
|-----------------------------------|--|--------------------------|
| _____<br>FIRST NAME               | _____<br>LAST NAME                     | _____<br>OR ORGANIZATION |
| _____<br>RELATIONSHIP             | _____<br>LANDLINE                      | _____<br>CELL PHONE      |
| _____<br>E-MAIL                   | _____<br><b>MEMBERSHIP ID / ODSP #</b> |                          |
| _____<br>MAILING ADDRESS (STREET) | _____<br>TOWN /CITY                    | _____<br>POSTAL CODE     |

## CONTACT NAME & RELATIONSHIP (Circle: emergency contact / general communication/ alternative contact)

|                               |                                      |                             |
|-------------------------------|--------------------------------------|-----------------------------|
| _____<br>FIRST & LAST NAME    | _____<br>ORGANIZATION / RELATIONSHIP | _____<br>EMAIL              |
| _____<br>LANDLINE/ CELL PHONE | _____<br>ADDRESS                     | _____<br>TOWN & POSTAL CODE |

**PLEASE RETURN TO:** CSS Transportation - 21 BELVEDERE AVE, PARRY SOUND, ONTARIO, P2A 2A2  
OR, scan and return by E-MAIL: **TRANSPORTATION@CSSWEST.CA**



At CSS Volunteer Transportation we understand that many people are as worried about COVID-19 as we are. We are trying everything that is being recommended to protect our clients and drivers.

Please read, sign and return the 'Client Liability Release' along with the 'Client Intake Form' to our office at the above address. We hope that our best practices will make you feel a little more comfortable when travelling with CSS. Call our office with any questions: 705-746-5602. We are all trying to learn how to live with COVID-19 in our community.

**Client Liability Release (please print and sign, then return page one and two)**

Client's Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_  
(1) Please Print (D/M/Y)

**Travel Protocols**

1. Trips are not guaranteed and are at risk for last minute cancellation.
2. The client is responsible for their own safety and health.
3. The client should have 10 days of feeling no flu like symptoms prior to each ride.
4. It is the client's responsibility to inform CSS when not feeling well / having symptoms.
5. It is the client's responsibility to stay home when not feeling well.
6. Pre-trip screening will occur:
  - First: by staff /volunteer over the phone at the time of confirming the ride
  - Second: by the client - who completes a self-wellness check to ensure they are safe to travel
7. **Masks will remain mandatory in vehicles; to be worn at all times by volunteer drivers AND clients.**

I understand people of any age or health status can develop COVID-19, but three groups are at high risk for hospitalization or death:

- ✓ Adults in their 60's and over account for most of the reported COVID-19 hospitalization, intensive care unit (ICU) stays, ventilators and deaths in Canada
- ✓ People of any age with chronic medical conditions, including: lung disease, heart disease, high blood pressure, kidney, liver and/or cerebrovascular disease
- ✓ People of any age who are immunocompromised, including those:
  - With an underlying medical condition (e.g. cancer)
  - Taking immune weakening medication (e.g. chemotherapy)
  - Receiving dialysis

Please check off statements below to indicate you understand the risks and responsibilities

- I declare that I understand my risk and wish to arrange a ride with CSS.
- I agree to the above travel protocols.

I waive and release any and all claims for myself, my heirs, executors and administrators against West Parry Sound District Community Support Services and the Board of Management Parry Sound District West and any other sponsor or organization involved, from any and all claims or liability for death, personal injury or property damage of any kind however cause. This may include any claim or liability arising from the negligence of CSS, its agents, servants, volunteers or employees; also of any person on site, arising out of, or in the course of, my participation as a client for which I choose to participate. The release and waiver extends to all claims, foreseen or unforeseen, known or unknown.

|  |              |
|--|--------------|
|  |              |
| (2) Client's Signature                                     | Date         |
| Alternative Signature                                      | Relationship |
|  | PH:          |
| Contact Name and Phone Number of the Alternative Signature |              |



## Privacy and Consent – Your Personal Health Information

In order for us to provide the best possible service and/or care it is important for us to know specific personal health information about you or the person you are referring. Your Personal Health Information (PHI) is important in allowing us to provide you with better services. Often time that information is used when performing assessments to determine your health service and support needs. Your assessment may include details on:

- Your physical and mental health and your personal history

Unless you tell us not to, we share your assessment information with other health care providers who may provide you with support now and in the future. We use a secure electronic system to share your health information with other health service providers. This allows them to view the information they need to provide you with the services you need. If you have agreed to share your PHI, the information in your assessment will be used to:

- Provide health support and services based on your needs
- Make sure your providers have the most up-to-date and complete record of your health history and needs
- Help us see where there might be gaps or overlaps so we can provide services where they are most needed
- Make sure everyone is getting the right support and services.

The personal health information (PHI) collected in your intake or throughout your service belongs to you. The privacy and protection of your PHI is a priority. In the intake process, we only collect the health information we need in order to determine your service and support needs. This information cannot be used for any other purposes without your permission.

## Client Waiver

**This waiver applies to your participation and/or as a recipient of one or more of the following, programs, services, and activities.**

As a Community Support Services Client and a recipient of Volunteer Transportation I have read my client's rights and responsibilities as indicated in the Frequently Asked Questions.

I waive and release any and all claims for myself, my heirs, executors and administrators against West Parry Sound District Community Support Services and the Board of Management Parry Sound District West and any other sponsor or organization involved, from any and all claims or liability for death, personal injury or property damage of any kind however caused, including any claim or liability arising from the negligence of CSS, its agents, servants, volunteers or employees and of any person on site, arising out of, or in the course of, my participation as a client for which I choose to participate. The release and waiver extends to all claims, foreseen or unforeseen, known or unknown.

**Privacy Release**

- I give CSS permission to use and share my information to arrange for Transportation services as indicated.
- We use this information and share it only with those who need to know that information, for instance, we might use it:
  - o To make decisions about the types of service you require
  - o To serve as a means to communicate with service providers
  - o To monitor the provision of services and evaluate your response to services provided
  - o To meet legal and regulatory requirements

Privacy and release links you to: local health care providers such as West Parry Sound Health Centre, Lakeland Long Term Care, Belvedere Heights LTC, Home and Community Care, The Friends, Family Health Team, Volunteers and other local and out of area service providers described in your service plan.

**I agree to the client waiver and the privacy release of information:**

|   |                      |
|---|----------------------|
| <b>Client Name (Print):</b>   |                      |
| <b>Client's Signature:</b>  | <b>Date:</b>         |
| <b>If the Client is unable to sign, please provide the details for the Substitute Decision Maker:</b> |                      |
| <b>Print:</b>   | <b>Relationship:</b> |
| <b>Signature:</b>   | <b>Date:</b>         |



## CSS Transportation - Frequently Asked Questions

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## What is CSS Transportation Service?

Community Support Services (CSS) Transportation provides rides for individuals who have limited or no access to transportation. CSS offers clients, who qualify for the program, accessible door-through-door transportation services to medical appointments, social activities and for personal needs Monday to Friday 8-4pm. We are a planned service, requiring two week's advance notice. However, exceptions may be made for emergencies, follow up surgery appointments and for other situations based on individual circumstances. Transportation services depend on the availability of our volunteer drivers.

## What is door through door service?

Door through door service ensures the client is safe, secure and comfortable at their destination. It means that, if requested, the volunteer driver can meet you at your door and bring you into the reception of your destination.

## Who is eligible for service?

Senior citizens (65+) and individuals 18 years of age and older who have a short or long-term disability, or an acute or chronic illness. They must live in the West Parry Sound District.

- Please note that **individuals who live in Long Term Care (LTC), or are hospitalized, are required to arrange an escort to ride along with them**
- If a client is a recipient of the Ontario Disability Support Program or another insurance program such as Veterans Affairs, the CSS office may be able invoice these third parties directly

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## How do I register to become a client and use the service?

The CSS office can assist with completing our intake form to determine client needs and register new clients. Typically the form and waivers are mailed and returned to us by mail / email / drop off. CSS must have an emergency contact name and phone number on file in case of an unforeseen circumstance; this information is requested on the new client application form we send you. Clients are also required to sign a privacy waiver and covid-19 liability release form.

## Is there a cost for service?

- Yes, fees apply to our services – All Community Support Services, in accordance with our funder, Ministry of Health's Long Term Care, policy CSS must charge clients user fees for services
- Cost is determined by distance (see last page of this FAQ for details).
- Clients are responsible for parking costs.
- If someone cannot afford the costs associated with the service, please speak to us; we have a process to determine how to proceed.

### How does CSS collect fees?

All trips are tracked, scheduled and confirmed. The CSS office generates invoices for all services at the end of month and mails them out early the following month. Invoices may be paid by cash, cheque or e-transfer. Pre-authorized payments may also be arranged.

### Does the client pay the volunteer driver?

- No, CSS reimburses the driver's mileage so it doesn't cost them money to volunteer. Volunteer time and service is given freely as a service to our community and is not compensated.
- The client may purchase the volunteer driver a lunch, but it is not expected.
- Clients are informed not to tip the volunteer driver.

### Where does CSS travel?

- Medical appointments within West P.Sound District OR long distance I.e. Sudbury, Toronto, etc.
- Social Activities must be 'local' – I.e. shopping, community club activities, and hair dresser must be within West Parry Sound District. When volunteers or OR WC vehicles are limited and booked up, medical appointments are prioritized over social requests.
- All trips must be non-urgent, pre-planned at least 10 days in advance through the CSS office.

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### Are there Rides that Do NOT qualify?

- Children 17 years of age and under
- Evenings and weekends (exceptional circumstances MAY be considered)
- Court or Probation appointments or related matters

### Do you provide transportation to Cancer treatments?

- We refer to the Cancer Society first because their Wheels of Hope (1-888-208-2125) program costs less to clients. However, if they are not able, we will arrange transportation for you.

### How long of an appointment is acceptable for volunteer drivers?

- For an appointment with a family physician or a consultation with a specialist we usually plan about one hour or so. **For diagnostic tests, treatments, day surgery, and rehab therapies we ask clients to inquire with the physician's office for the expected length of time the appointment, and to let us know so our volunteer drivers are aware of the approximate length of the requests before committing to availability on that day.**

- **Volunteers will give you a card with their phone #;** they may go do their own errands or pick up another client. When you call to say you are done, they will make their way back to get you.
- For shopping /errands we plan 30 minutes per stop and up to up to **max of three stops in town.**

Are there services NOT provided by CSS? Yes. Some main ones that are not provided are:

- Lifting heavy parcels or equipment. Note: lifting light walkers is usually manageable. Volunteers can also help carry approx. 4 grocery bags from vehicle to door of the residence.
- Transporting household furniture, exercise equipment or any large indoor or outdoor item
- Personal care (I.e. assistance with activities of daily living, homecare), laundry services
- Communicate or record events when the client is attending medical and/or other appointments

How to plan / schedule / cancel transportation with CSS

Note: Your safety, and the safety of the volunteer, is always first and foremost. If there is a reason giving CSS cause for concern, we may have to cancel a trip. On occasion, a volunteer can become sick or a vehicle may need repair; these are some reasons why **a trip cannot be guaranteed.**

Call the CSS office at **746-5602** or email us at [transportation@csswest.ca](mailto:transportation@csswest.ca) **at least 10 days in advance** given that we are a planned, non-urgent service relying on volunteers. Calls are preferred Mon-Wed.

- When requesting a ride, clients' must provide trip details including: the date and time of the appointment, destination address and phone number. For medical appointments, please provide the physician's name, whether it is a diagnostic, treatment, surgery or consultation (including an estimate of appointment length of time), and possible side effects that a volunteer should know about if medication or sedation will have been given.
- Who is the escort if one is needed or desired, and what is their contact information?
- Type of vehicle needed for access. For eg. low, front seat, back seat, wheel chair, or other accessibility. Mobility aid used: walker, cane, wheelchair (electric or manual? or other **(Note: scooters not permitted for safety reasons. Bariatric wheelchairs are too wide for van ramps.)**)
- The client must also indicate any special concerns or information that a volunteer driver should know example: car sickness or personal breaks enroute to estimate adequate travel time
- If a client needs to cancel a ride, they need to contact the CSS Office staff as soon as possible. If the driver has already left to pick up the client for their appointment and the client has not contacted the CSS office, it is considered an unexcused cancellation and the trip fee will be charged.
- If a client has one unexcused cancellation or no-show, a warning letter is sent to them. After the second no-show or unexcused cancellations, a notice will be mailed informing the passenger that he/she is suspended from using the program for a stated period of time.

## Standard trip procedures

- A. CSS makes every effort to match a client with a compatible volunteer. Personalities, skills and vehicle accessibility assist with the determination of a client / volunteer match, however preferences are not always able to be accommodated.
- B. **The Volunteer Driver will call the passenger before the ride, typically the evening before the trip, to confirm the ride and make final arrangements.**
- C. Passengers/clients are expected to be ready and watching for their ride at the prearranged pickup time and place approximately 5 minutes before pick up time. If a passenger does not answer their door, or acknowledge the driver within 10 minutes, unless arranged otherwise, the driver will leave and it will be considered a passenger no-show.
- D. Volunteer Drivers are not allowed to make unauthorized stops. Prescription pick-ups after a doctor's appointment are allowed. However, any other stops (i.e. grocery shopping, errands) must be planned and pre-arranged through the CSS Office. If you change your destination, you need to notify the CSS Office before making the trip. If a client has one unauthorized trip request, a warning letter is sent to them. After the second unauthorized trip request, a notice will be sent informing the passenger and or volunteer that he/she is suspended from using the program for a stated period of time.
- E. Clients must consider the safety and security needs for items they purchase on a trip. Volunteer drivers can help stow purchases but assume no further responsibility.
- F. Note, after business hours, if a volunteer has not responded to your call for return trip pick up, hasn't shown up for your return trip time for at least 2 hours, and is essentially missing, call 911.

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## What if physical assistance to enter and exit the vehicle is needed?

- **Gentle Support:** Our volunteer drivers will open doors and can provide verbal guidance.
- **Physical Support:** Our volunteer drivers can provide minimal physical support for a client, assisting them with balance, such as elbow support while climbing steps. CSS volunteers do not (are not permitted, nor trained to) do transfers from wheelchair to vehicle or vice versa, nor provide personal support care such as a homemaker or Personal Support Worker may do. If transfer is required, the client must either be able to do this independently or have prearranged a PSW/family to assist prior to pick up. An escort may also accompany client for this purpose.

## What/ who is an escort?

- A transportation escort is an individual *who the client arranges* to accompany them for support with their physical, cognitive, social and/or care needs. An escort may be a spouse, family member, caregiver, or friend. Escorts are encouraged and travel at no extra cost.

### What if assistance to interpret a physician's explanation or directions is needed?

- The client must arrange for an escort. Our drivers and volunteers do not go into appointments.
- When a client does not have family, friends or caregivers we may be able to help arrange an escort.
  - CSS Escort eligibility:
    - Client has proven to be alone, isolated and/or to have a low income.
    - Clients living in Long Term Care (LTC) do not qualify for a CSS escort since in that case escorts are arranged by family, POA, or LTC.
- If the escort has been requested and successfully arranged through CSS, a fee applies. The client will be invoiced \$10.00 / hour for the duration of the trip.

### What if I need assistance to shop?

- We may be able to help. There are limited volunteers for groceries; a wait list may be in effect
- The individual must be 65 years of age and older
- Volunteers do not lift heavy items (20 pounds or less); Limit 4 bags of groceries
- Limit 30 minutes per stop up to a maximum of 3 stops
- Volunteer shoppers may also be available who take your order and do the shopping for you
- The cost to travel applies to this service

### What if the client needs assistance during social engagements or activities?

- They may qualify for our Friendly Visiting Program. Call the CSS office or email [coordinator@csswest.ca](mailto:coordinator@csswest.ca) for more info.

### Does CSS transportation provide wheelchair (WC) accessible service?

- Yes, CSS operates several WC accessible vehicles.
- Our application process identifies the type of transportation / vehicle service required by the client. Please take note extra-large bariatric WC are too wide to fit through the van doors.
- **Please note that SCOOTERS CANNOT NOT BE TRANSPORTED.**

**Wheelchair Width:** Most wheelchairs measure 24 to 27 inches wide from wheel to wheel. Wheel chairs measuring more than 29 inches from outside wheel to wheel do not fit on either the wheel chair ramp or lift. The client will need to transfer to a chair with a (outside of wheel) wheel to wheel measurement of 29 inches or less. The useable area (width) for entering on or through the wheelchair lift or ramp is 29". Individual combined wheelchair weight: The MV1 (red van) ramp cannot exceed 1200 pounds.

## Wheelchair Maintenance and required foot rests

Keeping wheelchairs clean has many benefits; it not only helps to keep the individual healthy and free of infections, it is good practice and considerate of the volunteer drivers who will be assisting. Individuals with untidy and unmaintained wheel chairs are strongly encourage to arrange upkeep. Wheelchairs must be equipped with proper wheelchair securement attachment (including foot rests) otherwise the individual may not be transported for safety reasons.

## Client Rights

- To be treated with respect and dignity, free from discrimination and harassment.
- To plan and define your service and to be informed of CSS limitations.
- To be advised of the cost of the service and billing process.
- You have the right to express your personal opinion of the service and to service evaluation.
- You have the right to safe, secure, efficient, quality service.
- To a copy of your client application and signed agreement(s).
- To be treated kindly and free from abuse
- To privacy and confidentiality

## Client Responsibilities

- Contacting CSS about changes which affect service such as change of phone #, address, whether you now need a wheelchair van, or need more support than when you first registered.
- Asking the volunteer to perform ONLY those tasks that are prearranged through the CSS office.
- Contacting the CSS office to notify if you will not be home to receive service.
- Treating CSS volunteers and staff with respect, free from discrimination or harassment
- Contacting CSS to report service incidents, failures, or successes.
- Paying your monthly invoiced services.

## Waivers required on file - Liability Release and Protection of Personal Health Info (PHI)

**Liability release** - Community Support Services West Parry Sound District requires that client's release their volunteer or agents from any and all liability or responsibility for any damages or injuries suffered from any cause whatsoever.

**Protection of Personal Health Info (PHI)** - The personal health information (PHI) collected in your in your file belongs to you. The privacy and protection of your PHI is a priority. In the intake process, we only collect the health information we need in order to determine your service and support needs. This information cannot be used for any other purposes without your permission.

## Payment for Services (Transportation Fees)

In accordance with the Ministry of Health Long Term Care policy, our main funder, Community Support Services must charge client fees.

As of October 1<sup>st</sup> 2022, all trips that are more than 15km one way will be charged by the kilometer at the **Canadian Revenue Agency's benchmark rate - \$0.61\*/km for 2022 - from the client's home to their destination and back**. Note that CSS covers the cost of the volunteer's mileage to and from the client's home so that the client only pays for the cost of the distance that the client travels.

If you don't have access to online mapping like Google Map that shows the kilometers between addresses, you can ask the CSS office to tell you the kilometers from your home to your destination and back so that you have a cost estimate.

**All trips 15 km or less are charge a flat rate of \$16\* round trip.**

\*These rates may be adjusted annually. These rates do not apply to third party billings: PATH, ODSP, the Day Program, etc.

## Are there travel grants to help defray the cost?

- The Ontario Northern Health Travel Grant Program can help defray some of your travel and accommodation related expenses of eligible Northern Ontario residents seeking certain medical services/treatment. Call: (705) 675-4010 or 1-800-461-4006 for information. Or, [download it from the ON government website](#). We can also print one out and mail you a copy if requested.
- Indigenous clients (with status card) are likely eligible through NIHB / Chiefs of Ontario for some of your transportation costs (\$0.21/km) for medical care that is not available in the community of residence. They may also cover some additional costs for out of town travel. Contact Tasha Toulouse [tasha.toulouse@coo.org](mailto:tasha.toulouse@coo.org) 416-809-7489 or [1-800-640-0642](tel:1-800-640-0642).

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## Subsidy Sliding Scale

Senior clients may be eligible for a subsidy (discount). The client must be 65+ years of age and:

- | Be attending one of the following treatments for a minimum of 4weeks
  - dialysis, chemotherapy, cardio rehab and seniors exercise classes
  - traveling within the West Parry Sound District, not outside of the District
- | Be single with an annual income of 19,300 or less, or a couple (one or both 65 or older) with a combined annual net income of \$32,300 or less

Additionally, the client signs a service agreement which indicates that the subsidy will end on the pre-determined date written on the agreement, and which indicates that transportation cannot be 100% guaranteed as it is contingent on multiple factors including vehicle and volunteer availability.